

Millview Surgery

IMPROVING PATIENT SATISFACTION

PRACTICE ACTION PLAN 2014

Area for improvement	Action required	Practice lead	Timeframe for changes	Comments/achievements
Improving patients health and well being.	Programme to be developed of information and events to help patients take control of their own health, reducing risks of developing serious health conditions and recognising early onset as applicable	Amanda Raybould/all committee members	6-12 months	

Continue to work with the practice to improve patient care.	Systems to be developed to benefit both patients and staff.	Amanda Raybould/all committee members	ongoing	
Correct patient choice.	Continue to promote appropriate out of hours services, especially the walk in clinics.	Amanda Raybould/all committee members	ongoing	
Continue to promote online services to patients, eg appointments and prescriptions.	Practice to develop leaflets, flyers and posters to promote this area.	Amanda Raybould	6 months	
Continue to encourage new members, especially with regards to age and ethnicity.	To Promote the PPG at every opportunity.	Amanda Raybould/ all committee members	6-12 months months	